

What is claimed is:

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1. A method for evaluating real-time compliance with a service-level agreement, said method comprising the steps of:
- defining a set of parameters to be measured;
  - defining acceptance levels for each parameter in said set of parameters;
  - collecting real-time information related to measurement of said parameters;
  - comparing said acceptance levels to said real-time information; and
  - generating a report.
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2. The method of claim 1 in which said step of defining further includes the steps of
- providing a format in which a set of servers will provide information to be measured; and
  - implementing a means for collecting said information.
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3. The method of claim 1 in which said step of defining acceptance levels comprises the step of generating a database entry for each service commitment element of a service-level agreement.

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